

The Claims:

1. (Currently Amended) A computer implemented method of providing personal services over a computer network to members of at least one of a plurality of predefined groups, the method comprising:

receiving a service request from a user who is a member of one of the predefined groups;

determining a user type associated with the received service request;

providing a menu of service request options corresponding to the determined user type;

receiving a selection of one of the service request options from the user;

determining a service response based on the service request option received from the user;

~~providing~~ transmitting personal services to the user in accordance with the determined service response;

recording interactions while ~~providing~~ transmitting the personal services to the user;

inserting at least one reminder related to the personal services into an electronic calendar associated with the user; and

presenting statistical information related to the interactions to an administrator for the one predefined group of which the user is a member.

2. (Currently Amended) The computer implemented method according to claim 1, wherein the personal services comprise healthcare related services, wherein the predefined groups are respective employers, wherein the user is an employee of one of the employers and is receiving the healthcare related services; and

wherein the ~~providing~~ transmitting of personal services comprises delivering at least one healthcare-related recommendation to the user.

3. (Currently Amended) The computer implemented method according to claim 1, wherein the user type comprises one of a member/employee, a service provider, ~~an administrator~~, and a research service provider.

4. (Previously Amended) The computer implemented method according to claim 3, wherein if the user type is member/employee, the menu of service request options comprises view services available, view news, facilitate communication, update/create user profile, schedule appointment, immediate consultation, perform transaction, check status, provide feedback/comments.

5. (Previously Amended) The computer implemented method according to claim 3, wherein if the user type is service provider, the menu of service request options comprises view news, access a knowledge base, facilitate administration, facilitate a feedback query, and facilitate communication.

6. (Currently Amended) The computer implemented method according to claim 3, wherein ~~if the user type is administrator~~, the menu of service request options comprises view news, initiate query, initiate communications, and request help.

7. (Previously Amended) The computer implemented method according to claim 3, wherein if the user type is research services, the menu of service request options comprises view news, access databases, and initiate queries.

8. (Canceled).

9. (Previously Amended) The computer implemented method according to claim 3, wherein recording interactions includes storing information regarding a type of service provided, a user requesting service, service provider information and recommendations, frequency of service provided by user and/or service provider, feedback from user, and performance-metrics.

10. (Canceled).

11. (Canceled).

12. (Canceled).

13. (Canceled).

14. (Canceled).

15. (Canceled).

16. (Previously Amended) The computer implemented method according to claim 2, wherein the enabling of the service response is to be further determined based on information related to a medical history of the user.

17. (Previously Amended) The computer implemented method according to claim 2, wherein the enabling of the service response is to be further determined based on information related to a work schedule of the user.

18. (Previously Amended) The computer implemented method according to claim 2, wherein the enabling of the service response is to be further determined based on information related to an estimated condition of the user.

19. (Previously Amended) A computer readable data storage, medium having program code recorded thereon for providing personal services over a computer network to members of at least one of a plurality of predefined groups, the program code comprising:

a first program code that receives a service request from a user who is a member of one of the groups and determines a user type associated with the service request;

a second program code that provides a menu of service request options based on the determined user type;

a third program code that receives a selection of one of the service request options from the user;

a fourth program code that determines a service response to the service request based on the service request option received from the user;

a fifth program code that provides personal services in accordance with the determined service response;

a sixth program code that records interactions while personal services are provided;

a seventh program code that inserts at least one reminder related to the provided personal services into an electronic calendar associated with the user; and

an eighth program code that presents statistical information related to the interactions to an administrator associated with the one group of which the user is a member.

20. (Currently Amended) A system for providing personal services over a computer network to members of at least one of a plurality of predefined groups, the system comprising:

a user interface unit ~~for receiving~~ that receives a service request from a user who is a member of one of the groups and determining a user type associated with the service request;

a server unit that:

provides, to the user, a menu of service request options based on the user type,

receives a user-selected service request option through the user interface unit,

determines a service response to the user-selected service request option,

provides personal services to the user in accordance with the determined service response, and

inserts at least one reminder related to the personal services into an electronic calendar associated with the user; and

a data storage unit that records interactions while providing the determined service response and that presents statistical information related to the interactions to an administrator associated with the one group.

21. (Previously Amended) The system according to claim 20, wherein the interactions recorded in the data storage unit includes storing information regarding a type of the personal services provided, a user requesting service provider information and recommendations, frequency of service provided by user and/or service provider, feedback from user, and performance metrics.

22. (Canceled).

23. (Canceled).

24. (Canceled).

25. (Previously Amended) The system according to claim 20, wherein

the server unit determines the service response based on a prior history of the user.

26. (Original) The system according to claim 20, wherein the server unit determines the service response based on information related to a work schedule of the user.

27. (Previously Amended) The system according to claim 20, wherein the server unit determines the service response based on information related to an estimated condition of the user.

28. (Withdrawn) A computer network implemented method of providing personalized services using a digital dialog between a service provider and a user of the personalized services, the method comprising:

establishing an audio/video communication channel for a service session between the user and the service provider;

receiving and storing inputs from the service provider in a data store while the audio/video communication channel between the user and the service provider is established;

receiving and storing inputs from the user in the data store while the audio/video communication channel between the user and the service provider is established; and

providing, the service provider and the user, interactive access to the data store while the audio/video communication channel is established between service provider and the user.

29. (Withdrawn) The method according to claim 28, further comprising:
prior to establishing the service session using the audio/video communication channel, scheduling the service session based on input from the user; and

receiving service session related information from the user; and storing received service session related information in the data store.

30. (Withdrawn) The method according to claim 28, wherein the service provider can access user inputs stored on the data store.

31. (Withdrawn) The method according to claim 28, wherein the user can access selected service provider inputs stored on the data store.

32. (Withdrawn) The method according to claim 29, further comprising:
associating, with the service session or the service session related information, interactive prompts to the service provider;
receiving and storing service provider responses to the prompts provided to the service provider; and

providing additional prompts to the service provider based on the received responses from the service provider.

33. (Withdrawn) The method according to claim 32, further comprising:
providing interactive prompts to the user;
receiving and storing user responses to the prompts provided to the user;
and
providing additional prompts to the service provider based on the received responses from the service provider.

34. (Withdrawn) The method according to claim 32, further comprising:
providing, from the service provider, interactive prompts to the user;
receiving, from the user, responses to the interactive prompts provided by the service provider; and
providing to the service provider the received responses from the user.

35. (Withdrawn) The method according to claim 34, further comprising:
storing the prompts and received responses as a permanent data record for the service session.

36. (Withdrawn) The method according to claim 35, wherein the prompts and received responses are stored and classified in the permanent data record based on keywords associated with the prompts and received responses.

37. (Withdrawn) The method according to claim 36, wherein the prompts comprise labeled or unlabeled data entry fields, diagrams, prior session data, or service session related information provided by the user prior to the service session.

38. (Withdrawn) The method according to claim 28, wherein the audio/video communication channel includes videoconferencing.

39. (Withdrawn) The method according to claim 28, wherein the audio/video communication channel comprises a communication channel over a public or private communication network.

40. (Withdrawn) The method according to claim 39, wherein the public communication channel comprises the Internet.

41. (Withdrawn) The method according to claim 39, wherein the audio/video communication channel includes a browser access to the public or private communication channel.

42. (Withdrawn) The method according to claim 39, further comprising:
providing the service provider with a multi-window interface to the communication channel,

wherein one or more windows provide access to audio/video data transmitted across the communication channel, wherein one or more windows synchronously provide access to the data store storing inputs from the service provider and the user and any earlier service session related information provided by the user; and

one or more windows synchronously provide access to one or more information sources useful to the service provider.

43. (Withdrawn) The method according to claim 42, further comprising:
providing the user with a multi-window interface, wherein one or more windows provide access to the audio/video communication channel, and
wherein one or more windows synchronously provide access to additional information useful to the user.

44. (Withdrawn) The method according to claim 28, wherein the service provider is a doctor or a medical professional and the user is a patient.

45. (Withdrawn) The method according to claim 28, wherein the service provider is a travel agent and the user is a customer of the travel agent.

46. (Withdrawn) The method according to claim 44, wherein the step of establishing an audio/video communication channel further comprises:

placing a received user connection in a "waiting room" queue for a particular service provider; monitoring the queue by using a priority protocol to schedule the users in the queue, and communicating with the service provider and the user to initiate the service session in accordance with the schedule.

47. (Withdrawn) The method according to claim 46, further comprising:
providing a user with an indication of their position in the queue.

48. (Withdrawn) The method according to claim 36, further comprising:
generating asynchronous message to the user or the service provider
based on data stored in the permanent data record.

49. (Withdrawn) The method according to claim 48, wherein the asynchronous message comprises an e-mail or voice mail message, pager or PDA alert, or scheduling of a follow up or a different service session.

50. (Withdrawn) The method according to claim 42, wherein the one or more windows providing synchronous access to information sources provides interactive access to external information sources and links accessible therefrom.

51. (Withdrawn) The method according to claim 42, wherein the one or more windows providing access to the data store provide interactive access to the information stored in the data store and to links accessible therefrom.

52. (Withdrawn) A computer readable data storage medium having program code recorded thereon for providing personalized services using a digital dialog over a computer network between a service provider and a user of the personalized services, the program code comprising:

- a first program code for establishing an audio/video communication channel for a service session between the user and the service provider;

- a second program code that receives and stores inputs from the service provider in a data store while the audio/video communication channel between the user and the service provider is established;

- a third program code for receiving and storing inputs from the user in the data store while the audio/video communication channel between the user and the service provider is established; and

- a fourth program code that provides the service provider and the user interactive access to the data store while the audio/video communication channel is established between the service provider and the user.

53. (Withdrawn) A system for providing personalized services using a digital dialog over a computer network between a service provider and a user of the personalized services, the system comprising:

- a service provider interface that communicates with a user interface using an audio/video communication channel in a service session; and

a server unit that communicates with both the service provider interface and the user interface while the service provider interface communicates with the user interface using the audio/video communication channel in the service session;

wherein the server unit comprises a data store that is interactively accessible by the service provider interface and the user interface during the service session.

54. (Withdrawn) The system according to claim 53, wherein, prior to establishing the service session, the server unit schedules the service session based on input received from the user interface, receives service session related information from the user interface and stores the received service session related information in the data store.

55. (Withdrawn) The system according to claim 53, wherein the user interface provides access to selected service provider inputs stored in the data store, and the service provider interface provides access to user inputs stored in the data store.

56. (Withdrawn) The system according to claim 54, wherein the server unit provides prompts to the service provider interface based on the service session or the service session related information, and receives and stores service provider responses to the prompts provided to the service provider interface.

57. (Withdrawn) The system according to claim 56, wherein the server unit provides interactive prompts to the user interface, and receives and stores user responses to the prompts provided to the user interface.

58. (Withdrawn) The system according to claim 57, wherein the service provider interface generates service provider prompts to the user interface, and displays user responses to the service provider prompts, and

wherein the server unit stores all prompts and responses, in the data store, as a permanent data record associated with the service session.

59. (Withdrawn) The system according to claim 58, wherein the server unit classifies the stored prompts and responses based on keywords associated with the prompts and responses.

60. (Withdrawn) The system according to claim 59, wherein the prompts comprise labeled or unlabeled data entry fields, diagrams, prior session data, or service session related information provided by the user prior to the service session.

61. (Withdrawn) The system according to claim 53, wherein the audio/video communication channel comprises videoconferencing.

62. (Withdrawn) The system according to claim 53, wherein the audio/video communication channel comprises a communication channel over a public or private communication network.

63. (Withdrawn) The system according to claim 62, wherein the public communication network includes the Internet.

64. (Withdrawn) The system according to claim 62, wherein the service provider interface comprises a multi-window interface with one or more windows providing access to the audio/video communication channel, one or more windows synchronously provide access to the server unit and the data store, and one or more windows provide access to information sources useful to the service provider.

65. (Withdrawn) The system according to claim 64, wherein the user interface comprises a multi-window interface with one or more windows providing access to the audio/video communication channel, and one or more windows synchronously provide access to the server unit and the data store, and one or more windows provide access to information sources useful to the user.

66. (Withdrawn) The system according to claim 65, wherein the server unit includes a waiting room queue for a particular service provider,

wherein the server unit receives and places user connection requests for that particular service provider in the queue, monitors the queue in accordance with a priority protocol, and communicates with the user interface and the service provider interface to schedule the users in the queue in accordance with the priority protocol.